

GSK Tech Hub



Vivian Li, Tech Platforms



Agenda

User Research

Concept

Design

Implementation & Next Steps

User Research



Karenann Terrell

July 23 at 8:00 AM

...

#techburst Welcome to our 2nd Techburst with the subject of Making it easier.....

First Question to all of you.

The user experience is a key driver in simplifying our employees use of technology to do their jobs....what's our biggest challenge today in having GREAT UI/UX in the apps/tech we have deployed



Georgie Wiltshire, Paul Elgar and 89 others

144 Comments 2 Shares

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Comment

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Jeremy Chan Old, clunky apps - some enterprise apps especially tend to not care much about UI, or UX at all. Our greatest challenge? Moving away from these 😊

6

Like · Reply · 4d



Joe Touey thanks Jeremy----we need to think about mobile first like concur and with other enterprise apps develop mobile front end like Fiori

2

Like · Reply · 4d



Write a reply...



Steve Morton packaged software with limited ability to configure (and conflict between keeping out of the box for

Key Points

- Enhances company culture
- Mobile Framework
- A simple UI
- A unifying experience
- Device Agnostic
- Integration of internal tools
(e.g. Workday, Skype, etc.)



Michael R Freedberg Lack of consistency among the apps and the platforms, each of which has its own idiosyncrasies to manage. Second problem to manage is the never-ending drive to complicate solutions -- keep it simple!

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8



Sebastian Drzewiecki The primary doors to enter a GSK world, regardless if you use email, SAP, Veeva and any other app or system is our GSK Laptop. They way how our laptops were configured or optimized is slowing them down. I guess, people experience with our devices could be better.

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21



Alison Swindell Standard tools not fit for purpose - good example IE11 is not compatible with Workplace chat - yet it is the default browser used across GSK.

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7



Marcia Pinho We need to listen to the customer, we need to organize the huge amount of information we currently have spread to help users understanding what is direction and how they can benefit from tools and contribute to improve usability by experiencing things

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4

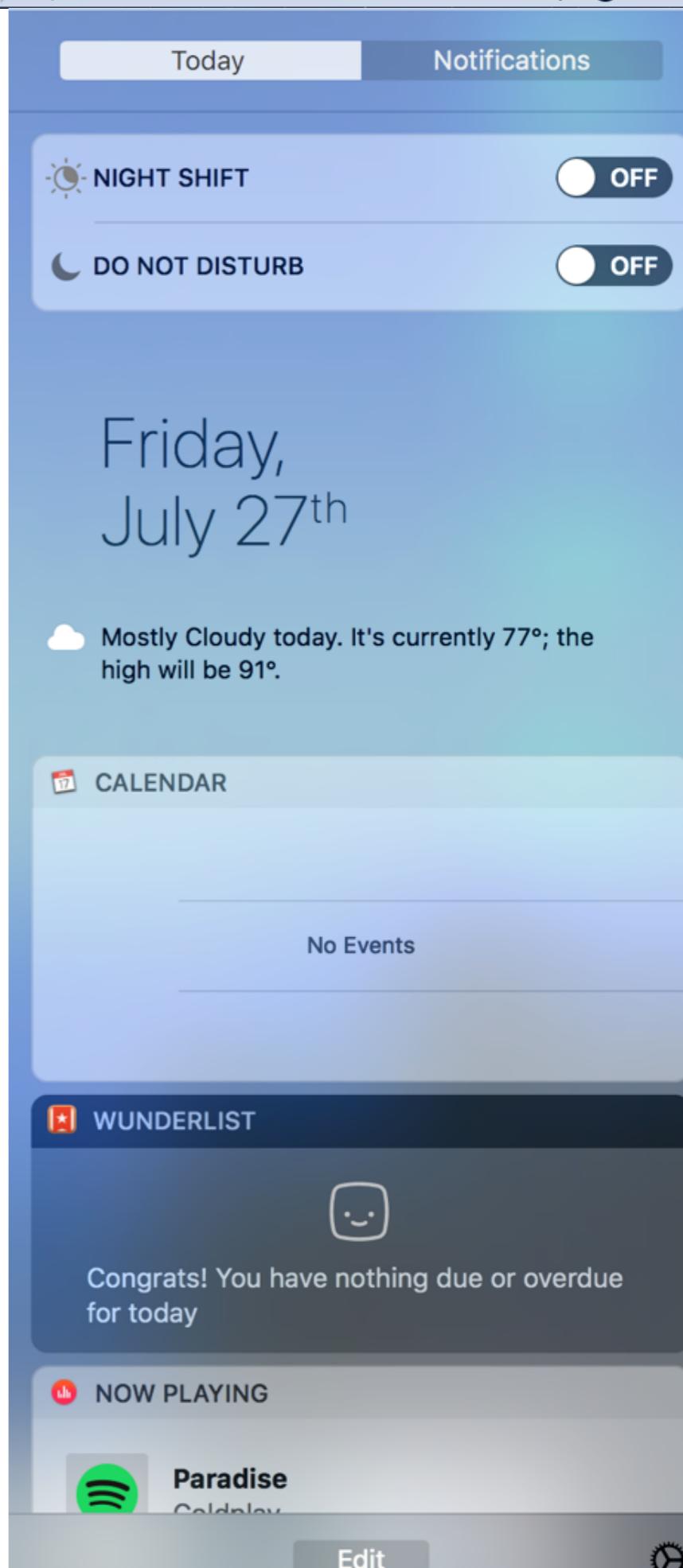
Concept

Narrative

As a GSK employee, I want to stay on track with all of my messages and access company resources quickly and efficiently.

GSK Tech Hub

- Chrome app
- Single UI
- Customizable
- Features
 - Integration of Outlook Calendar events
 - Notification Center (Outlook, Skype, Workplace)
 - Search bar
 - Bookmarks



Interface

Extension



- Notifications
- Links to the web app
- Links to external apps (Outlook, Skype, WorkPlace)

Web App



- Search functions
- Calendar events
- Respond to messages on external apps
- Bookmarks of company resources (e.g. Fieldglass, Service Gateway)

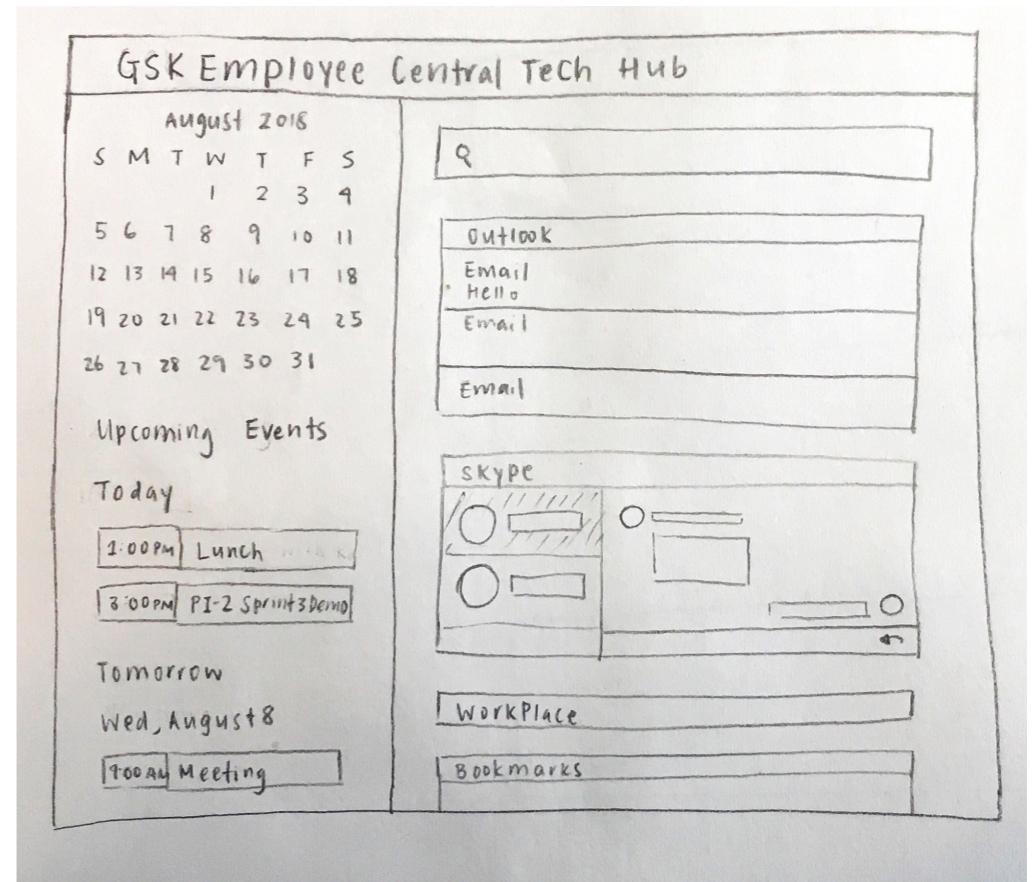
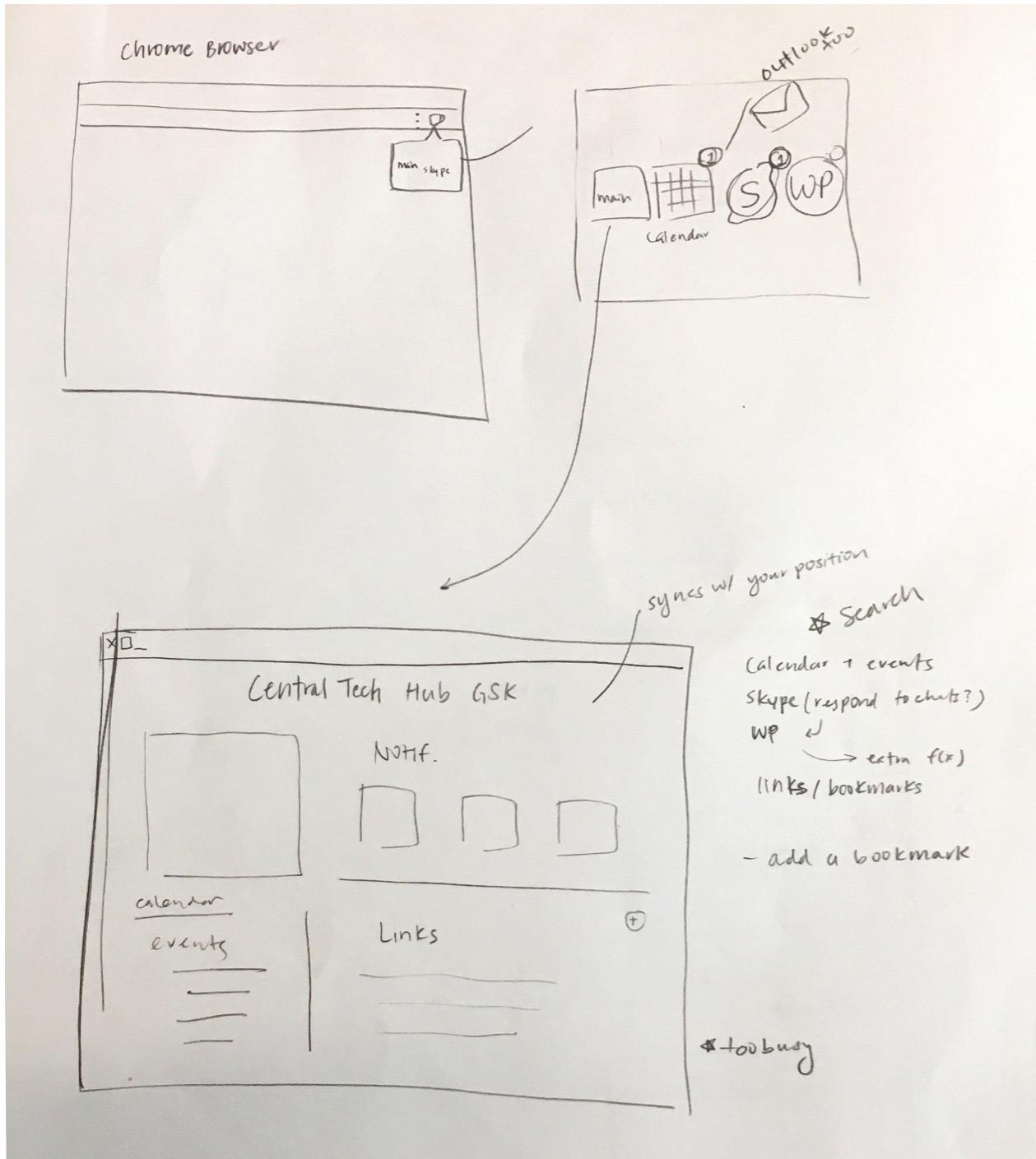
Mobile App



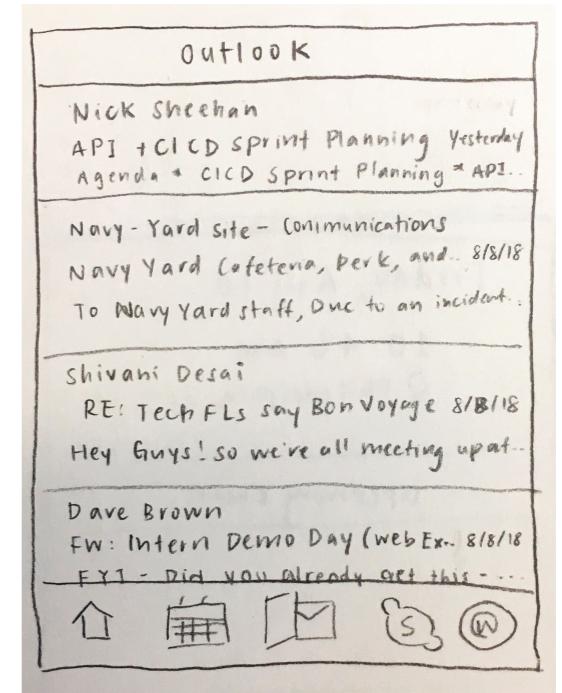
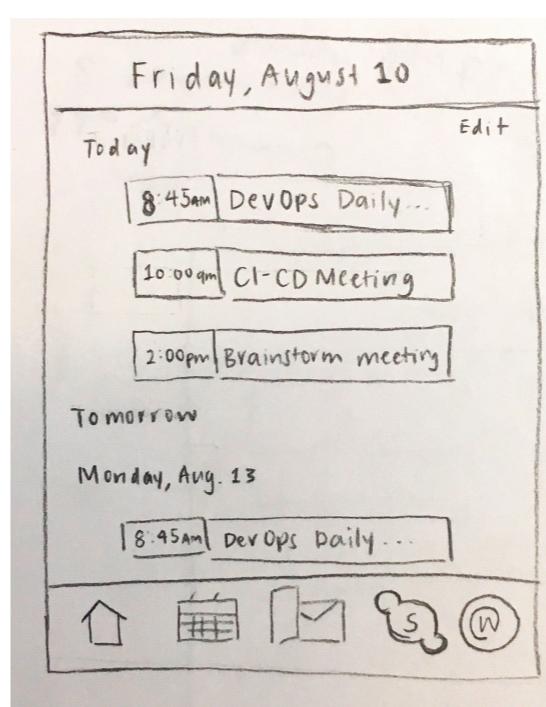
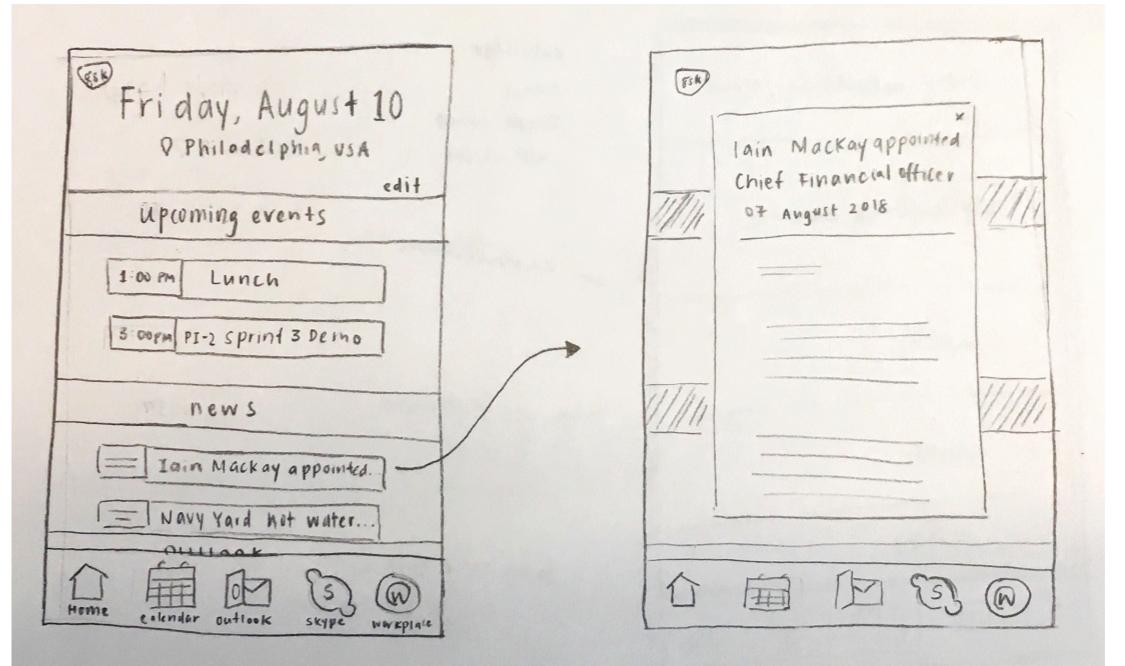
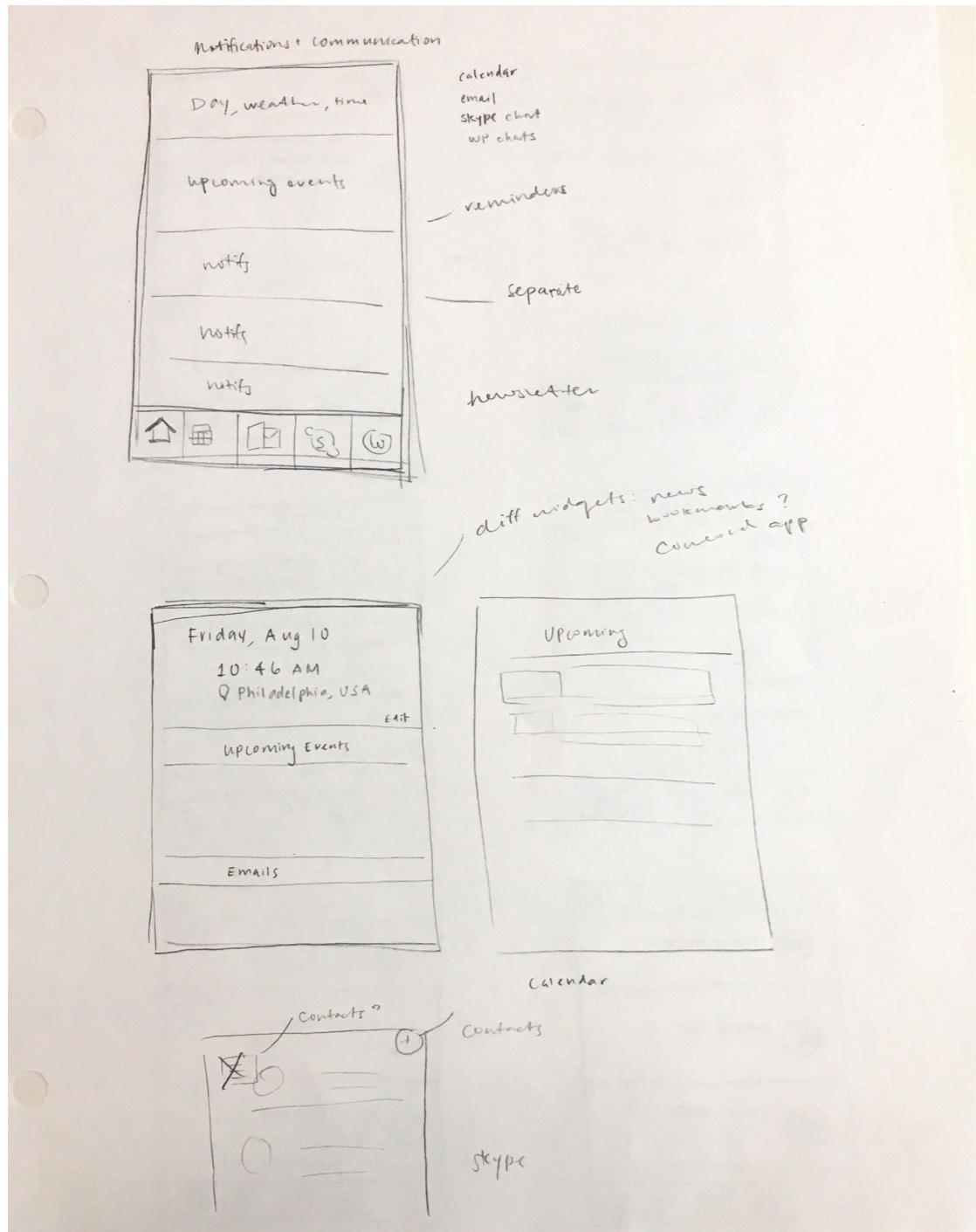
- Respond to notifications locally
- Single app
- Do not disturb

Design

Sketches & Wireframes



Sketches & Wireframes



Prototypes

 GSK Notification Center

Login with your MudID

Go

 GSK Notification Center

GSK Login Page

Username

Password

Login »

Forgotten Username/Password

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 GSK Notification Center

 Home  Calendar  Outlook  Skype  Workplace

Prototypes

The image shows a prototype of a 'Central Tech Hub' dashboard. At the top right is a user icon with 'gsk'. The main title 'Central Tech Hub' is centered above a search bar and a gear icon.

Calendar: A calendar for August 2018 is displayed, with Wednesday, August 6, highlighted in blue. Below the calendar, an 'Upcoming Events' section lists three items: 'DevOps Daily Scrum' at 8:45 am, 'CI-CD Meeting' at 10:00 am, and 'Brainstorm Meeting with S...' at 2:00 pm.

Today: This section lists three scheduled events: 'DevOps Daily Scrum' at 8:45 am, 'CI-CD Meeting' at 10:00 am, and 'Brainstorm Meeting with S...' at 2:00 pm.

Tomorrow: This section lists one scheduled event: 'DevOps Daily Scrum' at 8:45 am.

Wednesday, August 6: This section lists two scheduled events: 'DevOps Daily Scrum' at 8:45 am and 'Lunch' at 12:00 pm.

Communication: The dashboard includes three communication tools:

- Outlook:** Shows four recent messages: 1. Shivani Desai: 'Tech FLs say Bon Voyage!' (1:35 PM), 2. Dave Brown: 'Demo Day' (1:05 PM), 3. Nick Sheehan (JIRA): 'JIRA (CICD-21) Research options to enable TLS for the automation server' (11:18 AM), and 4. Nick Sheehan: 'Re: Research options to enable TLS for the automation server' (9:50 AM).
- Skype:** Shows a conversation with four participants: Kathy Wang, Suilong Luo, Sophia Beyda, and Dave Brown. The messages include 'Good morning', 'Where are you?', 'Come to the design room', and 'No'.
- Workplace:** A placeholder for a workspace or bookmark section.

Implementation

Next Steps

- Integration of external apps
- Mobile app implementation
- Push notifications
- Do not disturb feature
- Integration of chatbots
- Additional user research
- More widgets (e.g. tasks, reminders, weather, etc.)



Thank you!